

# ESCALATION & DISPUTE RESOLUTION SOP

All-Encompassing Global Consult Limited (AEGC)

Talent Incubation Hub (TIH)

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## PURPOSE

This Standard Operating Procedure (SOP) provides a structured mechanism to address any **complaints, disputes, or escalations** related to **donor experience, compliance reviews, fund submissions, or personal data concerns**. It ensures **timely, transparent, and all-encompassing conflict resolution** in line with global donor rights and legal standards.

## ESCALATION PROCESS FLOW

### Step 1: Issue Submission

- Complaints must be submitted through:
  - Website support form
  - Official email: [info@all-encompassingglobalconsult.com](mailto:info@all-encompassingglobalconsult.com)
  - Direct call to the Compliance Helpline
- Submission must include:
  - Full name of donor
  - Date of incident
  - Description of issue
  - Reference ID (if available)

**Timeline:** Issue submission acknowledged within **24 hours**

### Step 2: Preliminary Review by Compliance Officer

- Officer checks:
  - Nature of dispute (compliance, technical, personal data, etc.)
  - Validity of documentation and claim
  - Urgency level (Routine, Urgent, Critical)

If documentation is missing, the donor is contacted immediately.

**Timeline:** Reviewed within **2 working days**

### Step 3: Internal Escalation

If unresolved or complex, it is escalated based on the tier:

Tier	Case Type	Handled By	Timeline
1	Basic verification or update requests	Compliance Officer	48 hours
2	Disputes on AML/KYC rejection, ID mismatch	Compliance Lead	3 working days
3	Legal complaints, major fund-related issues	Legal & Compliance Committee	5 working days

### Step 4: Resolution & Closure

- A formal resolution email is sent to the donor with:
  - Resolution summary
  - Action taken
  - Any further steps (if applicable)

If resolution is declined, donor may request:

- Re-escalation to AEGC Legal
- Mediation by external regulatory ombudsman (if applicable)

**Timeline:** Full case closure within **7 working days** max.

## SPECIAL CASES

### Data Privacy Disputes

- Treated as **Tier 3**
- Must follow national data protection laws (e.g. NDPR, GDPR)

- Resolved with oversight from AEGC's Data Protection Officer

### Disputes Regarding Funds or Donations

- Investigated under **financial audit protocols**
- Resolution only after bank reconciliation and fund traceability check

### CASE LOG TEMPLATE

Date	Donor Name	Case ID	Case Type	Escalated To	Resolution	Closed By	Notes

### SIGN-OFF

- **Compliance Officer Name:** \_\_\_\_\_
- **Date of Final Closure:** \_\_\_\_\_
- **Signature:** \_\_\_\_\_